



# CITY OF HOUSTON

## Job Posting

|    |  |                                   |
|----|--|-----------------------------------|
| 1  | <i>Applications accepted from:</i>   | All Persons Interested            |
| 2  |  |                                   |
| 3  | <i>Job Classification</i>  | POLICE TELECOMMUNICATOR           |
| 4  | <i>Posting Number</i>  | PN# 108947                        |
| 5  | <i>Department</i>  | HOUSTON EMERGENCY CENTER          |
| 6  | <i>Division</i>  | EMERGENCY COMMUNICATIONS DIVISION |
| 7  | <i>Section</i>   | Police Call Taking                |
| 8  | <i>Reporting Location</i>  | 5320 North Shepherd               |
|    | <i>Workdays &amp; Hours</i>  | ROTATING SHIFTS AND OFF DAYS      |
|    |  | *Subject to change                |
| 9  | <b><u>DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS</u></b>  |                                   |
|    | Uses computer aided dispatch system as the primary mode of operation to accomplish duties. Screens all incoming calls for police service requests. Furnishes callers with required information. Determines most effective method of servicing for proper handling and disposition. Performs in stressful situations. Performs communications and record-keeping duties relative to law enforcement and emergency service/public safety applications. Answers questions and/or provides information relative to service incidents; refers inquiries or service requests to proper persons or agencies and completes necessary documentation regarding these actions. Facilitates the dispatch of a police unit for service of a reported incident(s). |                                   |
| 10 | <b><u>WORKING CONDITIONS</u></b>   |                                   |
|    | The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.   |                                   |
| 11 | <b><u>MINIMUM EDUCATIONAL REQUIREMENTS</u></b>   |                                   |
|    | Requires a high school diploma or a GED.   |                                   |
| 12 | <b><u>MINIMUM EXPERIENCE REQUIREMENTS</u></b>  |                                   |
|    | One (1) year of experience in a high volume telephone or customer service environment or a high stress environment is required.  |                                   |
| 13 | <b><u>MINIMUM LICENSE REQUIREMENTS</u></b>   |                                   |
|    | Must provide certification of successful completion of or complete within one (1) year of employment a telecommunications-training program in compliance with the Texas Commission on Law Enforcement Officers Standards and Education (TCLEOSE) guidelines.   |                                   |
| 14 | <b><u>PREFERENCES</u></b>  |                                   |
|    | Preference will be given to those applicants with experience in an environment similar to Public safety (e.g., Police, Ambulance or Fire) and bilingual skills are preferred.  |                                   |
| 15 | <b><u>SELECTION/SKILLS TESTS REQUIRED</u></b>  |                                   |
|    | Must be able to pass a City-administered PC keyboard test proficiency of 20 wpm. Applicant also must pass hearing test.  |                                   |
| 16 | <b><u>SAFETY IMPACT POSITION</u></b> <input checked="" type="checkbox"/> Yes      No   |                                   |
|    | If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.  |                                   |
| 17 | <b><u>SALARY INFORMATION</u></b>   |                                   |
|    | Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:   |                                   |
|    | Salary Range - Pay Grade 14<br>\$861.00 - \$1,159.00 Biweekly    \$22,386.00- \$30,134.00 Annually   |                                   |
| 18 | <b><u>OPENING DATE</u></b>   | February 15, 2006                 |
| 19 | <b><u>CLOSING DATE</u></b>   | Open Until Filled                 |
| 20 | <b><u>APPLICATION PROCEDURES</u></b>   |                                   |
|    | Original applications only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, 1 <sup>ST</sup> Level. <b>For application status inquiries, please call</b>  |                                   |
|    | (713) 884-3911. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. <b>Our TDD phone number is (713) 837-9471.</b>  |                                   |
|    | An equal opportunity employer  |                                   |